



Empowering Employee Induction with Microsoft Teams Data

In this guide you will discover:

- ▶ How hybrid working impacts employee introductions
- ▶ How to plan an induction program
- ▶ How to use Microsoft Teams data to empower an employee induction
- ▶ How to monitor progress when transitioning to an active role

Recruitment can be an expensive and time-consuming activity. An effective induction program will help new starters to feel welcome, develop a favorable view of our organization and equip them with the skills they need to become a valued and productive member of the team.

70%

of employees who had exceptional onboarding experiences say they have “the best possible job.” These employees are also 2.6 times as likely to be extremely satisfied with their workplace and consequently, far more likely to stay.

How does Hybrid Working Impact Employee Inductions?

When working at home our new starters may find it harder to engage and build relationships. Microsoft Teams collaboration can play a vital part in breaking down barriers. With so many organizations now offering hybrid working, an effective induction program has never been more important. Effective programs energize new starters by enabling them to learn and build relationships, both within their team and across the organization. A poor induction program may result in your new starter feeling unsupported, disconnected, or overwhelmed. As a result, they may be unproductive or even start to look elsewhere.

Planning an Induction Program

An effective induction program begins before our new starter joins the organization by planning their learning activities, setting goals and provisioning essential business tools for their first day. Hybrid workers will also need to be equipped to work out of the office.

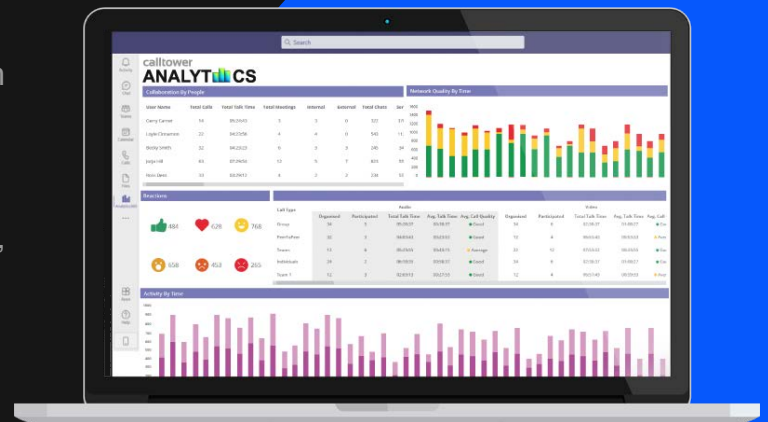
How can we introduce our new starter to co-workers without overwhelming them? We need the right people to be available in the office or on Teams to make our new starter feel welcome and valued.

How experienced is our new starter?
The induction program should be tailored to individual needs and correctly paced.

How is our company culture reflected in the induction program? Is our organization highly structured with supporting processes or informal and agile?

Using Microsoft Teams Data to Power Employee Induction

Microsoft Teams streamlines employee induction, whether conducted in person, remotely, or through a hybrid approach by providing all communication tools in one place. The channel-based structure helps to organize instruction materials, discussion, and resources. New employees can participate in learning sessions from anywhere, ask questions, and clarify knowledge quickly and efficiently.



Microsoft Teams also provides digital trail, allowing our new starter to review training sessions and shared documents to augment learning. Analytics 365 leverages this rich source of data to assist with planning and objectively measure progress to keep our new starter on track throughout induction.

The first few weeks...

Our new starter will be engaged in longer collaboration sessions focused on acquiring the necessary skills for their role. These sessions may be with a line manager, team members or others across the organization. Too little interaction and our new starter may feel bored, disengaged, and lack motivation, especially if working from home. Too much interaction and they may not have time to reflect on learning sessions and feel overwhelmed. Setting and monitoring goals can help to ensure induction programs are, correctly paced.

Example

Our new starter works 37.5 hours a week. We're planning for them to spend 30% of their time (about 11 hours a week) in learning sessions, leaving plenty of time to reflect on sessions manage other commitments.



When the manager takes an active role in onboarding, employees are 3.4 times as likely to feel like their onboarding process was successful.

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Between learning sessions, our new starter will need plenty of support from their manager to check on progress and clarify knowledge. Any shortfalls can be identified and addressed to keep our new starter on track. Relying on verbal feedback and/or surveys alone may not provide an accurate and complete view of progress.



Using data from Microsoft Teams, you can take the guesswork out of induction and provide managers with objective insights.

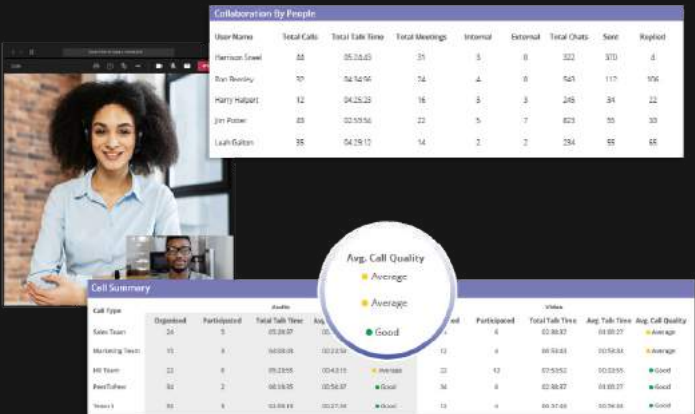
Is our induction program correctly paced?

We can understand whether our induction program is correctly paced by looking at how much time our new starters are spending in meetings, highlighting any conflicts or back to back sessions.

Using CallTower Analytics, we can also see how much time our new starters are spending collaborating with others, therefore helping to understand how much time they have available to focus on other work. Message sentiment can also provide an early indication on how they're feeling about their new role and workload.

Is our new starter getting the support they need?

It is critically important to ensure that new starters are well supported by their line manager and teammates. By looking at how much time they spend collaborating with their manager on Teams, we can check they're getting the right amount of one-to-one time to clarify information and address any concerns. Importantly, CallTower Analytics helps us understand who they are collaborating with and whether they're integrating with their new team.



Transitioning to an active role

Having acquired the necessary skills, our new starter will begin to play a more active role, initially with a high level of support from their manager and/or more experienced colleagues. Over time, our new starter will gain confidence and be less reliant on others when making decisions and completing tasks.



By analyzing collaboration, we can check on progress, identify any shortfalls and provide additional coaching where necessary.

Is our new starter engaging with the right people?

Initially, a high level of interaction with other team members may indicate our new starter is building relationships and getting the support they need in their new role. During this period, interactions are likely to be shorter and more transactional. Later, a high level of collaboration of this type may be cause for concern.

Using CallTower Analytics, we can see who our new starter is collaborating with and how they prioritize their time by detailing total collaboration time with individuals. By comparing collaboration patterns with more experienced team members or a previous employee in the same role, we can understand if they're able to work independently and measure their performance objectively.

Comparing Collaboration:

Place dashboard cards side by side to compare performance. Edit the filters to compare people or time periods. Alternatively, download the data into a spreadsheet.

Needless to say, continued management support will be important throughout the induction period.



How does our new starter feel about their role?

As our new starter settles into their role, we can take a more detailed look at the way they're working and understand more about their engagement with the organization. CallTower Analytics can help us to see overall levels of activity and provide insight into meeting behavior.

View overall levels of collaboration activity, who is initiating collaboration and how they are communicating. Display alongside team members with similar roles to compare performance. Get an indication of how they are feeling about their role by looking at video usage and chat sentiment.

View overall levels of meeting attendance, late attendance and meeting overrun. See how many meetings are being attended out of hours. This could indicate they're highly motivated...or struggling to complete tasks within their working day.

Beyond Induction

The value of CallTower Analytics extends well beyond induction. Users can choose from over 30 dashboard cards focusing on people engagement, customer engagement and wellbeing. HR professionals and line managers can get insight on individual performance to make personal reviews more objective, analyse the way their teams work together, monitor employee wellbeing and get insight on management styles.



For more information

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